

# SOP Template: End-of-Shift Handover and Incident Reporting Protocol

This SOP details the **end-of-shift handover and incident reporting protocol**, outlining systematic procedures for effective communication during shift changes, comprehensive documentation of incidents, and ensuring continuity of operations. It emphasizes accurate information transfer between outgoing and incoming personnel, timely reporting of any safety or operational incidents, and adherence to organizational standards to maintain workplace safety, accountability, and efficient workflow management.

## 1. Purpose

To establish a standardized process for end-of-shift handovers and incident reporting to ensure seamless information transfer, maintain operational continuity, and uphold workplace safety and accountability.

## 2. Scope

This SOP applies to all staff members involved in shift work and responsible for reporting incidents within the organization.

## 3. Responsibilities

- **Outgoing Personnel:** Complete handover documentation, report any incidents, and communicate all necessary information to incoming staff.
- **Incoming Personnel:** Receive handover, review documentation and ask questions as needed for clarity.
- **Supervisors/Managers:** Verify handover completion, review incident reports, and implement corrective actions if necessary.

## 4. Procedure

### 4.1 End-of-Shift Handover

1. Outgoing staff completes the **Handover Log** including:
  - Tasks completed during the shift
  - Outstanding issues/tasks
  - Noteworthy observations/events
  - Equipment status or malfunctions
  - Staffing or resource concerns
2. Review completed Handover Log in person or via designated communication platform with incoming staff.
3. Incoming staff to confirm understanding and sign off on Handover Log.

### 4.2 Incident Reporting

1. Identify and evaluate any incidents (safety, operational, equipment malfunction, near-miss, etc.).
2. Document incident promptly using the **Incident Report Form**, including:
  - Date and time of incident
  - Description of incident
  - Persons involved
  - Immediate actions taken
  - Names of witnesses
3. Notify supervisor/manager as soon as possible.
4. Submit completed Incident Report Form to supervisor and file according to organizational protocol.
5. Supervisor/manager reviews the report and initiates any necessary investigation or corrective action.

## 5. Documentation

Document	Responsible	Storage Location
Handover Log	Outgoing/Incoming Staff	Shift Handover Binder / Digital System
Incident Report Form	Person reporting incident	Incident Reports File / Digital System

## 6. Compliance & Review

- All personnel must follow this SOP as part of their job responsibilities.
- This SOP is reviewed annually or as needed following significant incidents or process changes.

## 7. References

- Organizational Health & Safety Policy
- Incident Reporting Guidelines
- Shift Management Procedures

## 8. Appendices

### Appendix A: Handover Log Template

Shift	[Day/Night]
Date	[YYYY-MM-DD]
Outgoing Staff	[Name(s)]
Incoming Staff	[Name(s)]
Tasks Completed	[Details]
Outstanding Issues	[Details]
Comments/Observations	[Details]
Signature (Outgoing)	[Signature]
Signature (Incoming)	[Signature]

### Appendix B: Incident Report Form Template

Date & Time	[YYYY-MM-DD HH:MM]
Location	[Details]
Incident Description	[Details]
Persons Involved	[Name(s)]
Witnesses	[Name(s)]
Action Taken	[Details]
Reported By	[Name/Signature]
Supervisor Review	[Name/Signature]